CLINICAL UROLOGY
Division
CATTINARA HOSPITAL
12th FLOOR
SURGERY TOWER

Strada di Fiume 447, 34149
Dear Madam/Sir,

this booklet was prepared for your information and we hope you will read it carefully and note the points contained in it. We know that you are as committed to respecting others as the health care providers in this Hospital.

We are confident that our relationship will be based on mutual collaboration and support.
Dear Guest,
we are pleased to submit the ‘Service Charter’ of the Clinical Urology Division.
With your kind assistance and valuable participation, this tool will enable us to improve the quality of our services.
Our Division’s highly qualified and dedicated staff strive every day to deliver top-quality healthcare services through their competence, professional expertise and humanity, regardless of role or training level. In doing so, we all wish you a prompt return to the serenity of your home.
Through the contribution of the whole team to this effort, we achieved Joint Commission International re-accreditation in 2011. If you require any further information that is not covered in the Service Charter, don’t hesitate to contact our Staff.
Thank you for your valuable help.
GENERAL INTRODUCTION

The first Urology Ward in Italy was established here more than a century ago, under the leadership of Professor Giorgio Nicolich. In later years the Urology Division was managed by Directors of national and international renown, who turned Trieste Hospital into a fundamental point of reference for Italian and European urology. Our Division is currently directed by Professor Emanuele Belgrano. It focuses on the treatment of urological and andrological diseases, with special emphasis on minimally invasive surgical techniques, which have been a focus of our medical team’s activities in recent years.

Types of hospital stays and admissions include ordinary admissions, emergency admissions and day care.

Our facility has 33 beds on the 12th Floor of the Surgery Tower. A lounge is available to inpatients and family members, with a TV set, a fridge and a card-operated telephone.

Some services are provided by contracted companies upon payment of a fee. On the 5th Floor there are additional telephones, a money change machine and coin-operated vendors dispensing drinks and snacks. On the 2nd Floor there are a coffee bar, a self-service restaurant, a convenience store and a newsagent’s. There is also a newspaper delivery service to the wards Mondays to Fridays.

PATIENTS MUST NOT LEAVE THE HOSPITAL DURING THEIR STAY. IN CASE OF ABSOLUTE NECESSITY, A PHYSICIAN’S WRITTEN APPROVAL WILL BE REQUIRED.

DURING HOSPITAL STAY

Physicians, nurses, and healthcare assistants perform their duties mainly in the morning: for this reason, visiting is restricted to visiting hours.

To respect the right to private and confidential care of all our patients, visitors must leave the room when patients are being given treatment or even monitored by physicians or nurses.

Patients need quiet: please speak softly and limit the number of visitors in the room to one per patient. Please use headphones when listening to the radio or TV.

Patients are encouraged to bring only essential items to the hospital. We strongly recommend that they do not keep valuables with them.
NEVER TAKE A MEDICATION THAT YOU OR YOUR FAMILY HAVE BROUGHT FROM HOME without prior consultation with a physician or nurse. Homeopathic remedies are also banned.

**MEDICAL AND OTHER STAFF**
- Dr. Stefano Bianco
- Dr. Andrea Boltar
- Dr. Stefano Bucci
- Dr. Sandro Ciampalini (the Physician in Charge of the Uro-nephrology Unit))
- Dr. Stefano Ciciliato
- Dr. Gianluca D'Aloia
- Dr. Roberto Knez
- Dr. Nicolitra Lampropoulou (Researcher)
- Dr. Andrea Lissiani
- Dr. Moreno Tontodonati
- Professor Salvatore Siracusano (University Professor)
- Professor Carlo Trombetta (the Physician in charge of the Gender Identity Disorder Unit and University Professor)
- Dr. Diego Marega

**There are 8 Resident Physicians working in the Clinical Urology Division**

In addition to the medical staff, other health care providers include:
- Nurse Coordinators, wearing green uniforms with dark green collars
- Registered Nurses, wearing green uniforms
- General Nurses, wearing yellow uniforms
- Healthcare Assistants (OSS’s), wearing blue uniforms with white collars
- Auxiliary staff, wearing blue uniforms
## HOW TO RECOGNIZE STAFF
BY THE COLOUR OF THEIR UNIFORMS

<table>
<thead>
<tr>
<th>Colour</th>
<th>Uniform Details</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>white</td>
<td></td>
<td>Physicians, biologists, chemists, physicists, pharmacists</td>
</tr>
<tr>
<td>green with dark green collar</td>
<td></td>
<td>Nurse coordinators</td>
</tr>
<tr>
<td>green</td>
<td></td>
<td>Registered nurses</td>
</tr>
<tr>
<td>yellow</td>
<td></td>
<td>General nurses</td>
</tr>
<tr>
<td>blue with white collar</td>
<td></td>
<td>OTA, OSS (technical and healthcare assistants)</td>
</tr>
<tr>
<td>blue</td>
<td></td>
<td>Auxiliary staff</td>
</tr>
<tr>
<td>pale blue with white collar</td>
<td></td>
<td>Head technicians</td>
</tr>
<tr>
<td>pale blue with dark blue collar</td>
<td></td>
<td>Physical therapists, speech therapists, orthoptists, occupational therapists</td>
</tr>
<tr>
<td>pale blue</td>
<td></td>
<td>Technicians (radiology, laboratory ...)</td>
</tr>
<tr>
<td>white with orange pocket trim</td>
<td></td>
<td>Administrative staff</td>
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</tbody>
</table>
In the wards you may meet some volunteers who are recognizable from their white coats and badges showing their names and the Association they belong to.

Not all the Staff working at this hospital division belong to the ward:

- Rehabilitation is carried out by physical therapists; pale blue uniform.
- The cleaning services are supplied by a contracted company, whose staff wears white trousers and a white and cyclamen striped tunic.
- Meals are provided by a contracted company; white uniform.
- Staff in training, nursing undergraduates; white uniform.

**PRIVATE PRACTICE**
Some attending physicians engage in private practice in the hospital. Details on the services provided with relevant fees can be found on the University Hospital Website. (www.aots.sanita.fvg.it). Private physician consultations in the hospital can be booked at the Centralized Booking Office (CUP).

**MOBILE PHONES**
For safety reasons all cellular phones must be turned off as they may interfere with electromedical equipment.

**INFORMATION ON PATIENT HEALTH STATUS**
Medical information shall be provided to relatives, if authorized by the patient, by the Treating Physician every day from Mondays to Fridays after 1.00 p.m.

The Director/Chief Physician receives patients’ relatives on Wednesdays on appointment (please contact the Administrative Office, Phone 040 399 4170).
If the patient’s health status is really bad, information shall be provided when the referent physician is on the ward.

**TYPES OF ADMISSION**

**DAY SURGERY/ DAY HOSPITAL CARE**
It applies to surgical treatment/procedures which do not require patient observation beyond 12/24 hours.

**ORDINARY ADMISSION**
It applies to surgical procedures/treatment requiring patient observation beyond 24 hours.

**‘INTRAMOENIA’ ADMISSION**
It applies to those patients who forfeit their right to NHS care and pay for the treatment received, based on an agreement with the clinician.

**UPON DISCHARGE**
On the day of discharge the patient will receive a discharge summary, to be given to his/her General Practitioner, with the diagnosis, information on the surgery/procedures performed, and treatment indications.

If the patient wants a copy of his/her clinical record, the latter can be applied for at the time of discharge at the Centralized Booking Office (CUP) desks. A fee will have to be paid for this service.

If the patient needs to be escorted home by ambulance, this should be pointed out in due time to the nursing staff, and a contribution to the service is expected.

**ADDITIONAL QUERIES/CLARIFICATION**
The Administrative Office, located on the 12th Floor of the Surgery Tower, is open Mondays to Fridays from 10.00 a.m. to 12.00 a.m..

The Director is available to provide further information and to examine improvement proposals, general suggestions, or possible complaints. Please book an appointment in person at the Ward's Administrative Office (12th Floor), or dial 040 – 399 4170.
A TYPICAL DAY AT THE HOSPITAL
8.15a.m./9.15a.m. Breakfast
9.30a.m./12.00 Medical Team round
noon
12.00 Lunch
noon/12.30p.m.
2.00p.m./4.00p.m. Afternoon rest
4.00p.m./6.00p.m. Medical Team round
6.00p.m./6.30p.m. Dinner
8.30p.m./10.00p.m. Night rest

VISITING TIMES ON THE WARD ARE 12.30 p.m. TO 8.30. p.m. A MAXIMUM OF 2 VISITORS ARE ALLOWED AT ANY ONE TIME DURING VISITING HOURS.

OUTPATIENT CLINICS

Room 130 – First Floor, Outpatient Clinic Building
Phone 040 – 399 4427
General Urology and Urologic Oncology consultations and health checks, by appointment at the Centralized Booking Office (CUP).
Andrology consultations and Intracavernous Pharmacocerection Testing.

Room 129 – First Floor, Outpatient Clinic Building
Phone 040 -399 4605
Urology consultations, preoperative preparation, drug dispensing

Rooms 132 – 133 First Floor, Outpatient Clinic Building
Phone 040 -399 4265
Urinary incontinence, urodynamic testing, Stoma Clinic.

ESWL (Extracorporeal Shock Wave Lithotripsy) Centre- Room 1, 8th Floor, Surgery Tower
Phone 040 - 399 4249
Consultations and ultrasound examinations
E.S.W.L for urinary stones
Prostate biopsies and other diagnostic tests
Minor Surgery end Endoscopy Clinic – Room 2, 8th Floor, Surgery Tower
Phone 040 - 399 4251

Urology Emergency Room for Emergency Consultations. Room 1, 9th Floor, Surgery Tower
Phone 040 - 399 4253
Consultations for proven emergencies, certified by the Treating Physician with a ‘U’ stamp on the referral forms, will be performed within 24 hours in this Clinic. The service is open Mondays to Fridays from 8.00 a.m. to 2.30 p.m.. After 2.30 p.m., on holidays, or on the days before holidays, visits will be performed at the Clinical Urology Division on the 12th Floor.

“C.I.E.U.” Color Doppler Imaging Clinic for Urological Applications, located on the ground floor of the Cattinara Hospital, near the Gastroenterology Division. Phone 040 - 399 4225

Outpatient visits must be booked, with your GP’s referral, at the Centralized Booking Office (CUP) desks, located both in the Cattinara and in the Maggiore Hospitals.

Waiting time for consultations or diagnostic tests will vary based on individual Outpatient Clinic waiting lists.
As a patient of
“Ospedali Riuniti di Trieste”
University Hospital
You are entitled to:

TRUST
All hospital patients are entitled to be treated as trustworthy individuals.

QUALITY
This University Hospital, a Centre of national relevance and high specialization, has the purpose of carrying out its healthcare, teaching and research functions in a joint and coordinated way, so as to improve public health provision, enhance the quality of educational processes, develop biomedical knowledge and technological innovation, in the effort of enhancing the functions and activities of both hospital and university staff.
The Hospital provides professional healthcare services on a continuous basis, focussing on patients, ensuring a multidisciplinary and integrated organizational approach, as well as understanding and respecting patients and their families.
SAFETY
All patients are entitled to the necessary healthcare services without having to suffer any further damage due to malfunctioning facilities or services. In order to guarantee such rights, the Hospital is constantly committed to controlling the risk factors and ensuring maintenance for both facilities and hospital medical equipment. The Hospital is also committed to providing continuous training to all healthcare professionals (Law n°338 of 23 December, 2000).

PROTECTION
Because of their health conditions, all patients are vulnerable and have the right to be protected and taken care of. The same right to receive special protection also applies to the children who may be admitted to our Hospital.

By way of exception, the competent offices of the University Hospital can only take into their custody the personal belongings of patients admitted in emergency or unable to keep their valuables safe. Patients are recommended not to bring any valuables to the hospital (money, gold items, jewellery) during their period of stay.

NORMALITY
All patients are entitled to receive treatment at our University Hospital without any of their habits or social and family relationships having to change more than needed.

CERTAINTY
All patients are entitled to certainty of treatment, without becoming victims of professional or organisational conflicts nor of favouritism on the basis of their economic and social status. The Hospital has the duty to determine the waiting times for the provision of services, according to specific standards and depending on the level of urgency of each case. Patients who so request are entitled to see the waiting lists, provided privacy is respected.
PARTICIPATION
All patients, their families, the safeguarding bodies and volunteer associations can contribute to improving the quality of the healthcare services and activities of the University Hospital through:
- Civic Audit surveys
- perceived quality surveys
- joint working groups on specific issues
- reports and complaints.
Participation in the healthcare process also includes the patient’s right to know the name of the physician in charge of his/her care as well as the qualifications of the professionals involved in the treatment process.

DIFFERENCE
All patients are entitled to receiving customized treatments according to their needs, and having their individuality respected, without any discrimination based on age, gender, nationality, race, language, political opinions, professed religion, or culture.
The Hospital is committed to satisfying, as far as possible, the requests for religious or spiritual assistance, by contacting ministers of the different religions.

TIME
All patients are entitled to having their time respected. Whenever it is not possible to comply with the agreed waiting times, patients shall be informed of the length of the delay and the reasons for it. If the Hospital is unable to provide a service within the maximum time expected, it shall make available an alternative service of comparable quality.

PRIVACY AND CONFIDENTIALITY
All patients are entitled to the confidentiality of personal data, including information concerning their health conditions and the possible diagnostic and/or therapeutic procedures to undergo, as well as the right to the protection of their privacy during diagnostic examinations, specialist visits and medical-surgical treatments in general.
The healthcare professionals of the University Hospital are committed to supplying patients and their families with communications on the patients’ admission and health conditions, except in cases of explicit dissent. Updated information will be supplied throughout the care process and will be documented in the patients’ records. A copy of the clinical records can be requested by patients or any other person provided with the delegating person’s identification document (or a copy of it) or a self-certification. The application for a copy of the clinical records can be submitted either upon discharge or in the days immediately following (before the record is sent to the archive). The application has to be filed at the Centralized Booking Office (CUP) desks of the “Maggiore” and “Cattinara” Hospitals. As from 1/6/2005 applying for a copy of the clinical records from the CUP will require a minimum down payment of € 5.00. The difference shall be settled on collecting the document. Please note that the Clinical Record Archive is open Mondays to Fridays, from 7 a.m. to 2 p.m. and can be contacted by dialling 040 - 3994031 for any enquiry, especially if concerning clinical records preceding 1977.

DIGNITY
All patients, even if affected by incurable diseases, are entitled to receive respect for their personal dignity, by suffering as little as possible and receiving all the necessary care. Our Hospital recognizes and respects the needs of the terminally-ill patients by treating the primary and secondary symptoms, by managing pain, by responding to the emotional, religious, cultural problems of patients and their families.

RIGHT TO INFORMATION AND CONSENT
All patients are entitled to receive, within reasonable time, exhaustive information on their diagnosis, therapy and prognosis. Patients have
the right to give or deny their consent to the proposed treatments, diagnostic tests, or surgery. During their hospital stay, patients are asked to give a general and a specific consent, in compliance with the regulations in force, for all invasive and/or complex procedures. If the informed consent is not signed, the physician will not be allowed to carry out any diagnostic and therapeutic activity, with the exception of the cases provided for by the law and the situations of necessity and urgency, when the patient’s life is in imminent danger. Patients will receive clear and exhaustive information on clinical experimentation and will be allowed to participate only after signing the relevant informed consent.

**HEALTHCARE INFORMATION AND DOCUMENTATION**
Physicians and healthcare professionals ensure that patients receive clear, simple, essential, thorough and comprehensible information. Patients are entitled to participate in the definition of their care plan, to be informed on what impact a disease can have on their quality of life as well as the therapies and healthcare solutions capable of resolving or at least relieving suffering and pain. They are entitled to see their clinical record and to request a copy of it. The Clinical Record shall be clear, legible and complete with all information regarding the diagnosis, treatments and procedures carried out. Patients are entitled to receive a discharge summary at the end of their hospital stay. If the diagnosis is not yet complete, patients have the right to receive a discharge summary with the provisional conclusions. All patients can discontinue their therapy at any stage of the clinical-therapeutic process or reject a particular treatment. Healthcare providers have the obligation to inform patients of the possible consequences of such behaviour.

**COMPLAINTS AND REDRESS**
Patients can file complaints with the Customer Relations Office (U.R.P.) when their rights are violated. The University Hospital has the duty to give a reply on the subject matter of the complaint. Patients and their families can exercise this right in person or over the phone during the office opening hours or by mail, fax, e-mail or by filling out the forms available at the info points and dropping them into the appropriate complaint boxes.
In the case of easily solvable issues, the Customer Relations Office (U.R.P.) will guarantee a reply in real time or, at the latest, within 15 days. For the most complex cases, requiring a certain amount of investigation, the reply will be given within 30 days. This notwithstanding, patients have the right to take legal action in order to receive compensation for the damage suffered. If the patient wishes to write a letter of commendation, this can be sent directly to the Customer Relations Office.

ORGAN DONATION
As provided for by Law 91/99, Patients can consent to become organ donors by making a declaration of will at the Info Point of the Customer Relations Office (U.R.P.) of “Cattinara” Hospital. The staff of the above-mentioned office is at patients’ disposal for any further information on this matter.

As a patient of
“Ospedali Riuniti di Trieste”
University Hospital

It is your duty to:

Respect the hospital staff’s work and professionalism as a prerequisite to implement an appropriate therapy and care program.
Behave responsibly and respectfully towards other users.
Be respectful of the rooms, equipment, furniture and fittings of the Hospital facilities.
Observe the established deadlines and times so that the hospital activity can be carried out normally.
Smoking is prohibited throughout the hospital facilities.
The use of mobile phones is forbidden as they can interfere with the operation of the electromedical equipment (infusion pumps, automatic respirators, etc.)
Animals are not allowed inside the perimeter of the University Hospital.
With the aim of safeguarding the health of minors, their access to the inpatient wards should be limited. In particular circumstances, exceptions may be agreed with the ward staff.
PAIN MANAGEMENT
As part of an effort to personalize and humanize care during hospitalization, a pain scale is constantly monitored by both physicians and nurses. Pain is assessed on a 0 (no pain) to 10 (maximum pain) mixed visual analogue scale, which is easily understood by the patient.

WHAT TO BRING WITH YOU

**Personal Documents:**
FOR EU RESIDENTS::
- An identity document
- Your healthcare card, issued by your District Health Authority
- Your Tax Identification Code
- Your Hospital Admission Order
FOR FOREIGN NATIONALS WHO DO NOT RESIDE IN ITALY AND ARE NOT COVERED BY NHS
- A passport and/or an identity card, the ISI form and/or a residence permit

**Medical records:**
- Any medical records concerning previous diagnostic test results or treatment reports, clinical records, and current therapy
- If you are taking medications that are not available in the ward, at the time of admission please give your drugs to a physician or nurse who will check the expiry date and that they are intact. The
drugs will then be administered to you based on your usual home administration schedule.

**Personal belongings:**
We suggest that you bring underwear, night gowns/pyjamas, robes, slippers, towels and personal toilet articles.

**INFORMED CONSENT**
All patients are entitled to receive exhaustive information on the current developments of their diagnostic and therapeutic plans. Patients have the right to give or deny their consent to the proposed treatments, or procedures.

During their hospital stay, patients are asked to give a general and a specific consent, in compliance with the regulations in force, for all invasive and/or complex procedures.

The processes requiring informed consent include:
- The provision of health care, including diagnostic tests, medical treatment and surgery
- Clinical experimentation
- Processing of personal data

The Informed Consent process involves a number of steps and makes use of periodically updated illustrative material. Consent can be withdrawn at any time.

**PLEASE REMEMBER THAT IN ORDER TO PROTECT PATIENT PRIVACY NO INFORMATION ON THE PATIENT’S CLINICAL CONDITIONS WILL BE GIVEN OUT OVER THE PHONE. PLEASE REFRAIN FROM ASKING.**

**RELIGION**
The religious beliefs of all inpatients shall be fully respected and guaranteed. Receiving ministers of one’s religion is allowed. A catholic priest will visit the ward on a daily basis.
CULTURAL MEDIATION SERVICES
A cultural mediator is a professional who, by using the same language spoken by the foreign patient, helps him/her understand what is required, prescribed or suggested by the physician, the healthcare staff and the hospital professionals.

The cultural mediator is called in, so that a foreign patient can correctly understand:
- the health problem affecting him/her
- the most urgent healthcare needs
- the explanation and the execution methods of the clinical tests and diagnostic procedures planned, including the required informed consents
- the diagnosis
- the therapeutic recommendations to be followed after discharge.

PATIENT SAFETY
At the Clinical Urology Division, measures have been adopted for the protection of patients and their correct identification (by using identification wristbands). Measures have also been taken to improve the management of high risk drugs (concentrated electrolyte solutions are only available in those care areas where their provision is clinically necessary and authorised by the Hospital’s policy and where safety precautions have been put in place to prevent their inadvertent administration).

Adopted measures aim at:
- Reducing the risk of healthcare-associated infections;
- Reducing the risk of fall-related injuries;
- Preventing medical errors and analyze sentinel events;
- Identifying patients accurately;
- Communicating with patients and family members in an effective way;
- Reducing delays in the various healthcare processes.

Inpatient facilities are constantly assessed; electromedical devices are submitted to regular checks, safety evaluations and maintenance.
MONEY AND VALUABLES
Even though continuous surveillance is provided, patients are advised not to keep large sums of money or valuable items in their rooms.

BEHAVIOURAL RULES
If you are an inpatient at the Clinical Urology Division you must not leave the ward unless directed to do so by the ward staff. This is for your own safety.
If you decide to leave the hospital without your clinical team’s approval, you will be asked to sign a form for “Discharge Against Advice” and the hospital shall not be held responsible for any problems that your leaving may cause you.

Should you need any clarification, do not hesitate to ask the staff.

HOSPITALIZATION CERTIFICATE
The hospitalization certificate needed to justify the patient’s absence from work or school, or for insurance purposes, is issued by the Administrative Registration Office located on the 3rd Floor, near the Emergency Department. Working hours are Mondays to Fridays, from 7.15 a.m. to 6.45 p.m.; on Saturdays, from 7.15 a.m. to 6.00 p.m. The office is closed on Sundays.

REMEMBER THAT ALL INFORMATION SUPPLIED DURING YOUR HOSPITAL STAY WILL BE TREATED CONFIDENTIALLY AND THAT YOUR PRIVACY WILL BE RESPECTED.
NOTE
This booklet contains information valid at time of printing and is periodically updated. Among the other issue, however, may intervene in the operation changes.

Drafted in collaboration with the Customer Relations Office and the Communication Office on the basis of the texts provided by the Clinical Urology Division Operative Unit, in compliance with the Joint Commission International accreditation standards.
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